# SAM – INFORMATION TECHNOLOGY
## (California Technology Agency)

**CHAPTER 5100 INDEX**

Note: Effective January 1, 2008, the Office of Information Security (Office) restructured and renumbered the content and moved SAM Sections 4840 – 4845 to SAM Sections 5300 – 5399.  See also the Office's Government Online Responsible Information Management (GO RIM) Web site at www.infosecurity.ca.gov for statewide authority, standards, guidance, forms, and tools for information security activities.

## IT STANDARDS

**Rev. 414**

**POLICY**                                                 **5100**

(Revised 3/2011)

The Technology Agency embraces the American National Standards Institute (ANSI) management information standards and the Federal Information Processing Standards (FIPS). The ANSI standards are national consensus standards which provide guidance on a variety of issues central to the public and industrial sectors. The FIPS standards are adopted and promulgated under the provision of Public Law 89–306 (Brooks Act) and Part 6 of Title 15, Code of Federal Regulations, and serve to improve the utilization and management of computers and automated data processing in the Federal Government.

State agencies must use the ANSI and FIPS standards in their information management planning and operations. Adoption of these standards will facilitate the interorganizational sharing and exchange of equipment, data, software and personnel. Use of these standards will also facilitate communication (1) among state agencies; (2) between the state and its IT vendors; and (3) between the state and its IT information providers/recipients.

**COMPUTER PROGRAMMING LANGUAGES**                                    **5101**
(Revised 3/2011)

The Technology Agency encourages the use of vendor supplied packages versus in-house development whenever vendor supplied packages can be demonstrated to be the most cost beneficial solution to IT project problems or opportunities.

**OPERATING SOFTWARE, UTILITIES AND PROGRAMMING AIDS** 5175.1
(Reviewed 3/2011)

It is state policy that standard, unmodified, vendor-supplied-and-maintained software aids be used in lieu of developing unique programs. The objective is to minimize and control the development of specialized programs that allocate, schedule and control the CPU, memory, peripherals, communication, data storage and retrieval.

**APPLICATION PACKAGES** 5175.2
(Reviewed 3/2011)

It is the state policy that all feasibility studies will address the availability, usability, maintainability and cost effectiveness of prewritten and tested application programs in lieu of developing major programs in-house. The objective is to minimize the development time and costs of major application programs when such programs are available from other sources.

**COMPLIANCE WITH UNITED STATES POSTAL SERVICE,**
**OPTICAL CHARACTER RECOGNITION GUIDELINES**                5179
(Reviewed 3/2011)

The United States Postal Service (USPS) has adopted guidelines to allow for optical character recognition of alphanumeric data contained in mailing addresses. Government agencies are strongly encouraged to follow these guidelines as a means of ensuring more efficient and accurate mail processing; more consistent mail delivery; and more stable postal operating costs.

To the extent that it is determined to be cost-effective, agencies must follow the USPS Optical Character Recognition (OCR) guidelines in the design and operation of automated information systems that include preparation of mailing addresses.

The OCR guidelines apply to letter mail within the following dimensions;

1.  Height at least 3–1/2" and no more than 6–1/8";

2.  Length at least 5" and no more than 11–1/2";

3.  Thickness at least 0.007" and no more than 0.25"; and,

4.  Aspect ratio (length divided by height) of from 1.3 to 2.5.

The details of the guidelines are set forth in the USPS publication, "A Guide to Business Mail Preparation" (Publication 25), which is available without charge. Agencies should contact their USPS Commercial Account Representative to obtain the current edition.

**UNITED STATES POSTAL SERVICE ZIP+4 GUIDELINES** **5180**
(Reviewed 3/2011)

The USPS offers a reduced postage rate to organizations for first-class mailings that use the 9-digit zip code (ZIP +4) in the mailing address. Both unsorted and sorted mailings are eligible for the reduced rate.

To the extent that it is cost-effective (taking into account the potential postage discount), agencies must provide for ZIP + 4 address coding and sorting of printed addresses in ZIP + 4 order in the design and operation of automated information systems that include preparation of mailing addresses.

There are two preliminary requirements for eligibility for the ZIP + 4 discount;

   1. "Machinability," which includes quality of paper stock and adherence to the USPS standards for envelope size; and,

   2. Optical Character Recognition (OCR) readability, which consists of adherence to the USPS OCR mailing guidelines.

Detailed specifications for these and other ZIP + 4 requirements are available from the USPS Commercial Account Representative assigned to each agency. Additional information is also contained in Section 324 of the USPS Domestic Mail Manual.